**LESSON 9: Gmail Usage**

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| **1. Description Content** |
| Welcome to Lesson 9!  Aside from WhatsApp and Facebook Messenger, what’s another platform customers can use to contact you? Email!  This lesson will help you understand the different features of the Gmail account that you registered way back in Lesson 1. Look how far you’ve come!  Are you ready!?  **Button:** Let’s go! |

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| **2. Content Jump Content** |
| Do you already know how to use Gmail to create emails, reply, and to send files, pictures, and videos?  **Button:** Yes, I know how to do all of this.  **Button:** No, teach me please! |

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| **3. Description Content** |
| Alright! Let’s not keep you here. You can proceed to the final lesson!  **Button:** Okay! |

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| **4. Content Jump Content** |
| Welcome to the Gmail Usage tutorial! You will need to download the Gmail App to start.  Once you have the app installed, we can begin. There are two tips in this lesson for you:  1. How to read & reply to an email  2. How to create & send an email  What do you want to do?  **Button:** I’d like to learn how to do both!  **Button:** Learn how to read & reply!  **Button:** Learn how to create & send an email! |

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| **5. Text and Picture Content** |
| Tip 1: In order to read and reply, you need to know your interface! This is the landing page of your Gmail App. The most important components are:  1. The list of emails in your inbox for you to read. Email address and subject lines in bold font, signal that they are new, unread messages like shown in the picture above.  2. : You can click on this icon to mark an email that is important that you want to come back to read later or find easily.  3. : You can search old emails by typing keywords into this box.  **Button:** Next tip |

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| **6. Text and Picture Content** |
| Step 2: Once you click on a particular email, it will lead you to the body of the message. You can read the content here, and then you can decide what to do with it:  1. : You can click this button to return to your inbox to read other message if you decide to do nothing with the current email.  2. : You can archive an email by clicking this icon. This means you want to save it after it’s been read, but you’d like to file it away so it doesn’t clutter your inbox.  3. : This allows you to delete the message forever.  4. : If you want the email to appear as new, to remind you to read it again another time, choose this.  5. : Clicking on this means you want to reply to the current email.  6. : This will forward the current email to someone else.  7. : You can click on this to access two more important options: **Reply All** (when you want to reply to all the people that the original sender wrote to) and **Print** (if your mobile phone is connected to a printer).  **Button:** Next tip |

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| **7. Text and Picture Content** |
| Step 3: Once you click on  to reply to the current email, you can start writing your reply message. Please remember that an email is more like a letter than a text message. Take note of the level of formality and expected structure in email-writing shown in the picture above.  If you want to attach a file, click  to look for a file to you want to attach. Once you select a file, your attached file(s) will appear like this:  at the end of email.  Click  to send your reply.  **Button:** Got it! |

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| **8. Content Jump Content** |
| That’s the end of the first set of tips. What would you like to do now?  **Button:** Wait! I want to review the steps again.  **Button:** Get more tips on how to send an email!  **Button:** I’d like to end this lesson. |

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| **9. Text and Picture Content** |
| Tip 1: To send a new email, click on  to start composing.  **Button:** Next tip |

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| **10. Text and Picture Content** |
| Tip 2: This is how it will look when composing an email. You can follow these steps to do so:  1. **To**: Type in your recipient’s email address. (If you have emailed this person before, the address will begin to come up in the field as you type.)  2. **Subject**: Make sure to include the subject of your email. It should be short and to the point. This will help the receiver understand what your email is about.  3. **Compose email**: This is where you write the main part of your message. Please refer to first set of tips on how to compose an email message.  4. If you want to include an attachment, click  to look for the file you want to send. Your attached file(s) will appear like this:  at the end of email.  5. Click  to send your reply.  **Button:** Got it! |

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| **11. Content Jump Content** |
| That is it for this lesson. What would you like to do now?  **Button:** Wait! I want to review the steps again.  **Button:** I’d like to end this lesson. |